

The Denver Federal Executive Board Presents

# The Legacy Award

*Recognizing Excellence in Public Service*



"Ask not what your country can do for you,  
but what you can do for your country."

There can be only one...



# Denver Federal Executive Board

6760 E. Irvington Place, Denver CO 80279-8000

Phone: 303.676.7009 FAX: 303.676.6666

Website: <http://www.denver.feb.gov>

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January 2003

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MEMORANDUM TO DENVER FEDERAL EXECUTIVE BOARD MEMBERS,  
MEMBERS OF THE COLORADO CHAPTERS OF THE NATIONAL  
ASSOCIATION OF RETIRED FEDERAL EMPLOYEES, AND  
ALL COLORADO STATE AND LOCAL GOVERNMENT OFFICES

SUBJECT: 2003 LEGACY AWARDS PROGRAM

(Formerly the Excellence in Government Awards)

### DEADLINE: February 21, 2003

The Denver Federal Executive Board (DFEB) is celebrating its 41st Annual Awards Program in conjunction with the National Observance of "Public Service Recognition Week." The awards program was created by the Board to recognize exceptional accomplishments and contributions of dedicated Federal public servants in the Denver/Boulder metropolitan area; later including recognizing of the outstanding achievements of our fellow public servants at the state, local and federal retiree levels. This year's program is dedicated to public servants who continue to create "A Legacy of Exceptional Public Service."

This past year our country and government has experienced challenges and had to adapt to changes; therefore, we believe it is time for us to make changes to the DFEB awards program and challenge ourselves to improve the quality of the awards program.

To begin with it is no longer the Excellence in Government Awards, they have been renamed the Legacy Awards. Why? A new name is not going to make a difference is it? And what are the Legacy Awards? First of all, no, a change of name does not make the difference, but a change in philosophy does. The idea of the Legacy Awards came from the legacy President John F. Kennedy left to this nation and to federal workers when he established the Federal Executive Boards in 1961. President John F. Kennedy in his inaugural address proclaimed that "The torch had been passed to a new generation of Americans" and asked not only that generation, but a whole a nation to "Ask not what your country can do for you, but what you can do for your country." In continuing to improve the business of the government of the United States of America public servants continue to answer President Kennedy's question.

The Legacy Award itself is a crystal tower with a flame set atop; it symbolizes the foundation built in the past and the torch that continues to be passed to new generations of federal public servants. The flame itself represents the desire to serve our country and it is the light that illuminates the way into the future.

Therefore, only the best can be selected as the winner of this very prestigious award, as the winner becomes the legacy of the Denver Federal Executive Board and represents the exceptional accomplishments of our local public servants.

*"Public Servants Dedicated to Serving & Protecting America"*

The award program still recognizes the exceptional accomplishments of public servants, but instead of top three large and small agencies getting awards there will be only one award for Federal nominees and one combined award for State and Local government nominees in each category. This makes the competition harder, but the reward so much more valuable.

The award nomination process has been simplified. Instead of writing a lengthy three-page nomination justification, all that is required is for nominators to provide paragraph-length answers to eight questions and write a one-page or less nomination justification.

Members of the DFEB Executive Committee will review the nominations in each category and select Federal and State/Local winners. The DFEB Executive Committee will review the six Federal category winners and select one to be the recipient of the Legacy Award—the very best of the best! Results will be announced at the awards ceremony.

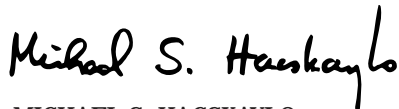
Eligibility for all awards includes agencies, teams, and/or individuals. This year, all Colorado State and local government offices are eligible for awards in all categories, except the DFEB/NARFE Federal Retiree Community Service Award.

- Exceptional Customer Service
- Exceptional Productivity or Process Improvement
- Exceptional Quality Improvement
- Exceptional Special Emphasis Contribution
- Exceptional Community Service Contribution
- DFEB/NARFE Federal Retiree Community Service Award
- The Legacy Award

The 2003 awards ceremony is scheduled for Wednesday, May 7, 2003. We will recognize all nominees at the ceremony. All nomination submissions must be **postmarked or delivered** to the DFEB office by **February 21, 2003**—no exceptions!

We believe the changes in the awards program will enhance the competition and the prestige of winning these awards. We hope you will encourage your staff's participation in this awards program, as this program provides you with an excellent opportunity to recognize your agency and employees who continually strive for quality performance.

If you have any questions, please call the DFEB office at (303) 676-7009. We look forward to many nominations this year and a highly competitive awards program. Thank you for your participation, support and commitment.



MICHAEL S. HACSKAYLO  
Chairperson

2003  
Denver Federal Executive Board



**LEGACY AWARDS PROGRAM**

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# NOMINATION PROCEDURES

All Federal agencies, Colorado State and local government offices are eligible to submit nominations for any award in the Legacy Awards program, excluding the NARFE Award. One award will be awarded to a Federal nominee and one award to either State or local government nominee in each category (excluding NARFE.)

- Exceptional Customer Service
- Exceptional Productivity or Process Improvement
- Exceptional Quality Improvement
- Exceptional Special Emphasis Contribution
- Exceptional Community Service Contribution

Guidelines for submitting nominations to the DFEB office are as follows:

1. All nominations must be approved and signed by the agency leader (director, commander, regional director/ administrator, etc.). If a nominee is the highest-ranking federal employee in this area, the nominator must obtain endorsement from that individual's higher headquarters.
2. There can only be one nominee submitted per category from any agency. If more than one nomination is submitted within the agency, the agency must make a decision and select its best nominee for submission to the DFEB or, if possible, submit one of them under another category.
3. All nominations must be postmarked or delivered to the DFEB office by **Friday, February 21, 2003.**  
**NO EXTENSIONS WILL BE GRANTED.**
4. Each nomination must answer all questions on the Award Nomination Information Sheet, i.e.,
  - Provide complete Nominee Information.
  - Answer Award Justification Questions (8 questions, paragraph length answers; restate question).
  - Provide a one page or less written nomination justification, and state which nomination criteria factors are being supported.
  - The agency leader must sign legacy Award Nomination Sheet.
  - Include two 4x6 photographs in black and white, color, or 150 dpi digital. (Do not send digitals if they are grainy.)
5. Nomination packages should be no longer than 4-5 pages in length; total package (not including photos) (Nomination cover sheet, answers to award justification questions, and a one-page or less written nomination justification.) Submit 1 original and 3 copies of nomination package. Nominations must be typewritten on 8-1/2" x 11" paper and no smaller than 10-point font size.
6. All nominees (except for the NARFE Community Service Award) must have been employed by a Federal, Colorado State, or Local government agency or office, not through contracting agencies; and must have worked in the Denver/Boulder metropolitan area (Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, and Jefferson counties) during the year 2002.
7. Nominations for the NARFE Community Service Award must be a member of a Colorado Chapter of NARFE, a retired civil servant, and have performed their community service within the state of Colorado in the year prior to the nomination due date. Nominations are due to NARFE by **February 28, 2003.**
8. Furnish two **black and white or color** photographs of nominee(s) with the nomination package (do not send Polaroid—as these do not print well; only high-quality digital will be acceptable—150 dpi), 4"x 6"size. Do not mark on the photographs. Please provide names of team members, team name, and/or individual with each photo. For group pictures match the name to person, i.e., Top Row, Left to Right, Joe Brown, Jan Doe, etc. Information provided will be used solely for award publicity purposes.

All Federal agencies, Colorado State and local government offices are eligible to submit nominations for any category

## LEGACY AWARDS NOMINATION REQUIRED INFORMATION

*(Award justification question responses and narrative should be no more than 3 pages in total)*

(Assume your reader knows nothing about your project or your agency. Answer the Who, What, How, Why, Where, and When)  
Please print legibly or type. Include this sheet with your nomination package. **Nominations are due Friday, February 21, 2003.**

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### NOMINEE INFORMATION (Print or Type)

What award category are you submitting your nomination for?: \_\_\_\_\_

Is it an Individual, Team or Agency?: \_\_\_\_\_

Nominee Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Is your agency part of the Federal, State, or Local Gov't?: \_\_\_\_\_

If local government, which city?: \_\_\_\_\_

Agency POC Name and Phone Number: \_\_\_\_\_

Nominator's Name and Phone Number: \_\_\_\_\_

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### AWARD JUSTIFICATION QUESTIONS

(Keep answers brief, paragraph length. May be written on another sheet of paper, but be sure to include question.)

1. State the problem or situation. (What was seen that needed changing, improving, etc.?)
2. Is this beyond the scope of the nominee's normal duties? If so, how?
3. What were the major obstacles to overcome?
4. Who are your customers?
5. How was the problem solved or what was the result?
6. How does your solution provide customer service, process or productivity improvement, or quality improvement?  
(or benefit to the community for Community Service Award?)
7. How widespread is the effect of the solution? Internal, Agency, Departmental, Customer, Nationwide.
8. How was the solution/improvement a benefit to the agency, government, community, or country? If applicable...
  - *What were the cost savings?*
  - *What were the time savings?*
  - *What were the staff savings?*

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### AWARD JUSTIFICATION NARRATIVE

Write a short justification narrative (1 page or less) about your nominee(s) and their accomplishment and how it improved the situation.

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AGENCY LEADER'S SIGNATURE

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DATE



## AWARD CATEGORIES

Exceptional Customer Service



Exceptional Productivity or Process Improvement



Exceptional Quality Improvement



Exceptional Special Emphasis Contribution



Exceptional Community Service Contribution



Denver Federal Executive Board and  
National Association of Retired Federal Employees  
Federal Retiree Community Service Award



### THE LEGACY AWARD

*(Selected from the Federal award winners of the above categories,  
excluding NARFE)*



# NOMINATION CRITERIA GUIDELINES

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## EXCEPTIONAL CUSTOMER SERVICE

### Award Information:

- There will be one award given at the Federal level and one award to State or Local.
- Federal award winner will compete for Legacy Award.
- All award justification questions (eight) must be answered.
- Nomination must include a one-page or less written justification narrative.

### Eligibility:

- Nominee must be employed by a Federal, Colorado State, or Local government agencies, or a
- Distinct team within those agencies, or an
- Individual within those agencies.
- Nominee(s) must be employed by a Federal, Colorado State, or Local government agencies, not through contracting agencies.

### Criteria:

Nomination must support a significant accomplishment or contribution to achieving the agency's customer service mission, based on one or more of the following:

- Exceeding established agency customer service goals.
- Improving the delivery of agency products/services in a significant way.
- Reducing impediments ("red tape") for customer in the receipt of service.
- Documenting exceptional service using feedback from customers.



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## EXCEPTIONAL PRODUCTIVITY OR PROCESS IMPROVEMENT

### Award Information:

- There will be one award given at the Federal level and one award to State or Local.
- Federal award winner will compete for Legacy Award.
- All eight award justification questions must be answered.
- Nomination must include a one-page or less written justification narrative.

### Eligibility:

- Federal, Colorado State, and Local government agencies, or a
- Distinct team within those agencies, or an
- Individual within those agencies.
- Nominee(s) must be employed by a Federal, Colorado State, or Local government agencies, not through contracting agencies.

### Criteria:

Nominations must support a significant accomplishment or contribution to achieving distinctive productivity or process improvement, based on one or more of the following:

- Exceeding established agency productivity goals, i.e., improved scorecard goals.
- Improving agency budget and performance integration.
- Streamlining a significant agency (or inter-agency) business process.
- Improving access through electronic government initiatives.
- Improving financial performance.
- Improving the quality of agency products/services through partnerships, i.e., inter/intragovernmental and/or community cooperation.

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## EXCEPTIONAL QUALITY IMPROVEMENT

### Award Information:

- There will be one award given at the Federal level and one award to State or Local.
- Federal award winner will compete for Legacy Award.
- All eight award justification questions must be answered.
- Nomination must include a one-page or less written justification narrative.

### Eligibility:

- Federal, Colorado State, and Local government agencies, or a
- Distinct team within those agencies, or an
- Individual within those agencies.
- Nominee(s) must be employed by a Federal, Colorado State, or Local government agencies, not through contracting agencies.

### Criteria:

Nomination must support a significant accomplishment or contribution to improving the quality of the agency's products/services, or the quality of management and the workplace environment, based on one or more of the following:

- Exceeding established agency quality improvement goals.
- Improving the quality of agency products/services in a significant way.
- Improving the workplace environment (human capital management, safety, security, training opportunities, etc.) in a significant way.
- Expanding the use and empowerment of teams within the agency.
- Managing an organization's downsizing or significant reorganization (of business process redesign) while minimizing the adverse effects on the workforce.
- Improving the quality of agency products/services through partnerships, i.e., inter/intragovernmental and/or community cooperation.

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## EXCEPTIONAL SPECIAL EMPHASIS CONTRIBUTION

### Award Information:

- There will be one award given at the Federal level and one award to State or Local.
- Federal award winner will compete for Legacy Award.
- All eight award justification questions must be answered.
- Nomination must include a one-page or less written justification narrative.

### Eligibility:

- Federal, Colorado State, and Local government agencies, or a
- Distinct team within those agencies, or an
- Individual within those agencies.
- Nominee(s) must be employed by a Federal, Colorado State, or Local government agencies, not through contracting agencies.

### Criteria:

Nominations must support significant recent accomplishments or achievements of a significant project milestone of a long-term goal, creating or supporting a multi-cultural work force reflective of a diverse society (race, color, gender, age, religion, national origin, and/or persons with disabilities). Nominations should be based on one or more of the following:

- Creative outreach, education and recruitment strategies.
- Documented achievements of diversity goals within the work place; i.e., hiring, advancement, retention, education.

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## EXCEPTIONAL COMMUNITY SERVICE CONTRIBUTION

### Award Information:

- There will be one award given at the Federal level and one award to State or Local.
- Federal award winner will compete for Legacy Award.
- All eight award justification questions must be answered.
- Nomination must include a one-page or less written justification narrative.

### Eligibility:

- Federal, Colorado State, and Local government agencies, or a
- Distinct team within those agencies, or an
- Individual within those agencies.
- Nominee(s) must be employed by a Federal, Colorado State, or Local government agencies, not through contracting agencies.

### Criteria Factors:

Nomination must support how nominee(s) contributed to community through volunteer service, based on factors such as:

- Nominee's involvement and leadership in community activities over a sustained period of time.
- Impact of the nominee's community service.
- Other awards or honors nominee received for community volunteer service.

# DENVER FEDERAL EXECUTIVE BOARD & NATIONAL ASSOCIATION OF RETIRED FEDERAL EMPLOYEES

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## EXCEPTIONAL FEDERAL RETIREE COMMUNITY SERVICE AWARD

### Eligibility:

This award recognizes the Colorado Chapters National Association of Retired Federal Employee (NARFE) for volunteer service to the public.

- Nominee(s) must be a member of a Colorado Chapter of NARFE, a retired civil servant, and have performed their community service within the state of Colorado within the year prior to the nomination due date.
- Distinct team/group of NARFE members, or an individual NARFE member.
- Note: Only one award.

### Criteria Factors:

Nominations must describe in detail how the nominee(s) contributed to outstanding community volunteer service, based on the following factors:

- Nominee(s) involvement and leadership in community activities over a significant and sustained period of time.
- The impact of the nominee's community service.
- Additional awards, honors or commendations the nominee(s) has received in the past for community service.

## THE LEGACY AWARD

*A legacy is something handed down from the past by a predecessor.*

**I**n 1961, President John F. Kennedy established a legacy by creating the Federal Executive Boards. These Boards were established to coalesce the resources of the federal government in matters on which the work of the departments and independent agencies converge; to offer an opportunity for a more closely coordinated approach in many activities.

Through the Legacy Awards, the members of the Denver Federal Executive Board come together, to cross departmental and agency lines to recognize the exceptional accomplishments of our fellow public servants. These accomplishments are the legacy of our generation...and the foundation for future generations to improve upon, to enrich the quality of services provided by the Federal government to the public.

Therefore, the foundations we build now—to support the future, must be solid, must be made of only the highest quality Customer Service, Productivity/Process Improvements, Quality Improvements, Special Emphasis and Community Service contributions.

President John F. Kennedy once proclaimed that “The torch had been passed to a new generation of Americans” and asked not only that generation, but a whole nation to “Ask not what your country can do for you, but what you can do for your country.” Through their contributions, Federal employees answered his question. Now it is our turn to continue to improve the business of the government of the United States of America.”

That being the case, the Denver Federal Executive Board can do no less, but continue to improve the way in which we recognize those accomplishments. This year, there will only be one winner per category for Federal nominations and one combined winner for State and Local nominations. The winning Federal nominees in each category (excluding the retiree community service winner) will be reviewed, and one will be selected as the overall winner and awarded the Legacy Award.

The Legacy Award is a crystal tower with a flame set atop; it symbolizes the foundations built in the past and the torch that continues to be passed to new generations of federal public servants. The flame itself represents the desire to serve our country and it is the light that illuminates the way into the future. Therefore, only the best can be selected as the winner of this prestigious award, as they become the legacy of the Denver Federal Executive Board and represent the exceptional accomplishments of our local public servants—those who continue to create a legacy of exceptional public service.

## ABOUT THE DENVER FEDERAL EXECUTIVE BOARD AND THIS AWARD PROGRAM...

**T**he Denver Federal Executive Board (DFEB) is an organization that represents more than 130 Federal agencies in the Denver/Boulder Metropolitan area. Its membership is made up of all the leaders and military commanders of those agencies. These agency leaders and commanders represent more than 38,000 federal public servants, both military and civilian, located in the Denver/Boulder metropolitan area.

The Legacy Awards are very special and prestigious; nominations are solicited from all Denver/Boulder metropolitan Federal agencies, state and local government offices, and all Colorado Chapters of the National Association of Retired Federal Employees. Each of these agencies has the opportunity to nominate their people whose contributions have not only made a difference, but have gone above and beyond the normal scope of accomplishment. These nominees compete against the very best from other agencies. The Legacy Awards are the only local across-the-board competition and recognition among Federal agencies. Just within the local Federal sector alone, more than 38,000 public servants are eligible to be nominated for the Legacy Awards. So, not only does that make the category winners something special, it truly underscores the fact that the Legacy Award winner is truly the “Best of the Best”!

This year marks the 41st Anniversary of the Federal Executive Boards, the Denver Federal Executive Board, and its Awards Program. The awards program was created by the Board to recognize exceptional accomplishments and contributions of dedicated Federal public servants in the Denver/Boulder metropolitan area; later including recognizing the outstanding achievements of our fellow public servants at the state, local and Federal retiree levels.

This past year our country and government has experienced challenges and had to adapt to changes; therefore it was time to make changes to the DFEB awards program and challenge ourselves to improve the quality of the awards program. From now on there will be only one winner for Federal and one winner between State and Local in each of the six categories, i.e., Customer Service, Quality Improvement, Productivity/Process Improvement, Special Emphasis, and Community Service. The winning Federal (except the NARFE award winner) category nominations will then be reviewed and one winner will be selected as the recipient of the Legacy Award.

The format of the nominations has also changed. Instead of a three-page write-up, this year's nominations will answer eight questions (paragraph length) and provide a one-page or less justification write-up...that's it, very simple. After that, all qualified nominees will be recognized with a certificate at the ceremony in May to honor their achievement. The winners of the six categories and the NARFE winner will be presented with awards. The overall winner of the Federal nominations will be presented with the Legacy Award.

Nomination submissions for this year are to be postmarked or delivered to the DFEB office absolutely no later than **February 21, 2003**, no exceptions! The NARFE Federal Retiree Community Service Award is due to NARFE by February 28, 2003.

As an agency leader, this is an excellent opportunity to thank your employees, and recognize their outstanding accomplishments and contributions. And to honor the men and women who continue to create...

*“A Legacy of Exceptional Public Service.”*



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